



## STATE OF CONNECTICUT NEWS RELEASE

Consumer Counsel Elin Swanson Katz

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### **FOR IMMEDIATE RELEASE**

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### **CONSUMER COUNSEL URGES PUBLIC TO PARTICIPATE IN PUBLIC COMMENT HEARINGS ON CONSUMERS' EXPERIENCES WITH ELECTRIC SUPPLIERS**

(February 14, 2014 – New Britain) Consumer Counsel Elin Swanson Katz is suggesting that members of the public with comments or concerns about their experiences with electric suppliers consider attending one of five public hearings being held around the state on the topic. The Public Utilities Regulatory Authority ("PURA") will hold five Public Comment Hearings at the following locations this month, which all Connecticut residents are invited to attend:

- **February 19, 2014 at 6:30 p.m.** in the City Hall Auditorium, 70 West River Street, Milford, Connecticut
- **February 20, 2014 at 6:30 p.m.** at the Farmington Community Senior Center, 321 New Britain Avenue, Unionville, Connecticut
- **February 24, 2014 at 6:30 p.m.** in Room 135, Brookfield Town Hall, 100 Pocono Road, Brookfield, Connecticut
- **February 25, 2014 at 6:30 p.m.** in the Norwich City Hall, 100 Broadway, Norwich, Connecticut
- **February 27, 2014 at 6:30 p.m.** in the City Hall Building, Veterans Memorial Hall – 2<sup>nd</sup> Floor, 235 Grand Street, Waterbury, Connecticut

These hearings are being held in PURA Docket No. 13-07-18, *PURA Establishment of Rules for Electric Suppliers and EDCs Concerning Operations and Marketing in the Electric Retail Market*. PURA opened this docket in light of recent legislative changes and due to the spike in customer complaints against various electric suppliers in recent months.

“My office has received many complaints about skyrocketing electric rates and other issues relating to electric suppliers in the last couple months, mostly from people who felt they were taken advantage of,” Consumer Counsel Katz said. “PURA is doing a thorough investigation, and this is a chance for folks to come and share their experiences and concerns with the regulators and other government officials in attendance. Members of the Office of Consumer Counsel will be attending every meeting. I urge those who’ve had issues to attend, so their voices are heard.”

The Office of Consumer Counsel (“OCC”) is an active participant in PURA Docket No. 13-07-18 and will have staff present at each of the Public Comment Hearings. As an advocate for ratepayer interests in this proceeding, OCC is interested in learning about ratepayers’ experiences with electric suppliers. In addition, OCC is a resource for Connecticut consumers in decisions like choosing to stay on standard service or selecting an electric supplier. OCC invites ratepayers to visit its website at [www.ct.gov/occ](http://www.ct.gov/occ) for up-to-date energy news on topics such as electricity prices.

The hearings will continue at PURA offices at Ten Franklin Square, New Britain, Connecticut in March. PURA will also accept letters from members of the general public who have an interest in the outcome of this proceeding through the last day of the hearing. The Authority will maintain a file of such letters in the offices of the Executive Secretary. The file may be reviewed during the regular office hours of the Authority.

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*The Office of Consumer Counsel (OCC) is the State of Connecticut’s advocate for all utility ratepayers. OCC seeks to ensure just and reasonable rates and reliable utility service for customers of Connecticut’s electric, gas, telephone, and water utilities and reasonable protection for cable television customers. For more information, visit [www.ct.gov/occ](http://www.ct.gov/occ).*